

Agency Suggestions for CWW Changes

Potential changes to CWW identified by W-2 agencies were discussed in the June 2015 Systems Subcommittee meeting. BWF administered a survey to determine which of these potential changes would be agencies' highest priority. Five agencies completed the survey, and their responses are shown in the table below. Survey results indicate that agencies' priorities are to make failure reason codes more helpful, simplify case processing for W-2 application denials at the initial eligibility determination, and replace or add KBB with NADA on the link for the look up value of the vehicle.

Suggestions in order of priority
<p>1. Make failure reason codes more helpful:</p> <ul style="list-style-type: none">• Create separate codes for each type of W-2 eligibility failure for the 112, lack of verification code. When the 112 code appears, workers must check multiple pages relevant to W-2 eligibility in order to act on the case.• Edit the existing Child Support Non-Cooperation code so that the text tells the worker to check the Absent Parent page.• Edit the over-income code to specify earned or unearned income. <p>Fixing this would increase efficiency. Workers would know precisely why an individual's W-2 ended and not have to check multiple pages searching for correct page.</p>
<p>2. Simplify case processing for W-2 application denials at the initial eligibility determination. After selecting "No Interview" on the Application/Review Interview Details page, CWW forces you to run through the entire driver flow prior to running eligibility. This is time consuming and it is difficult to complete the responses on the CWW pages for someone we have not interviewed. Pages that require responses include, but are not limited to, the Permanent Demographics for SSN application date, Representative Gatepost, Employment Gatepost, Employment, Asset Gatepost, School Enrollment, etc.</p>
<p>3. On the link for the look up value of the vehicle, replace of KBB with NADA. KBB is slow and makes you jump through many hoops. I loved the idea of having the link there instead of going to the internet, but now I am going back to NADA.</p>
<p>4. In the driver flow, put the Pregnancy page before the Absent Parent page.</p> <p>This is a better flow since the Absent Parent page gets scheduled when a Pregnancy page is completed.</p>
<p>5. Enhance the W-2 Geographical Area Lookup page so workers can enter the case number and have the page auto-populate with address of case and gives the W-2 office. This will save time off of having to enter the entire address.</p> <p>Note: Entering the case number in the Quick Select field shows users the W-2 Geographical Area and office number of the case.</p>